**Amendments to the ~~Claims:~~**

The excerpts from the specification below will replace corresponding prior versions, in the application:

The paragraph beginning on page 6, line 1 is amended as follows:

~~**Figure 5** is a block diagram~~ **Figures 5A and 5B** are block diagrams illustrating a data engine, according to an exemplary embodiment of the present invention, that may form part of an information server and that generates a result set for a predetermined time and customer interaction system, according to an exemplary embodiment.

The paragraph beginning on page 19, line 13 is amended as follows:

~~**Figure 5** is a diagrammatic representation~~ **Figures 5A and B** are diagrammatic representations of an exemplary embodiment of the date engine 60 that implements the teachings of the present invention. As illustrated in **Figure 4**, the data engine 60 is operatively associated with the database 64 and the data conduit 58.

The paragraph beginning on page 20, line 5 is amended as follows:

**Figure ~~5~~ 5A** illustrates an exemplary data engine 60 in operative association with the data conduit 58. The date conduit 58 contains different interaction records 100 relating to the different customer interactions (or transactions) carried out by a variety of customer interaction systems associated with the customer interaction environment 10. Accordingly, the data engine 60 is configured to extract interaction records 100 from the data conduit 58, each interaction record 100 comprising a series of individual data items, based upon a metadata schema or configuration. In one embodiment, the

interaction records may be represented as "record handles", which are summarized representations of the interaction records 100, so that the entire interaction record 100 need not be processed by the data conduit 58.

The paragraph beginning on page 20, line 16 is amended as follows:

As illustrated in **Figure ~~5~~ 5A**, an exemplary interaction record may include any one or combination of the following data items:

The paragraph beginning on page 22, line 1 is amended as follows:

**Figure ~~5~~ 5A** illustrates an exemplary embodiment of the present invention wherein record handles 102, each of which comprises a pointer or key to a respective interaction record 100, are communicated to the data engine 60 via the data conduit 58. Utilizing the record handles 102, the data engine 60 is able to identify and retrieve the full interaction records 100 from a memory location identified by the relevant record handle 102.

The paragraph beginning on page 22, line 20 and ending on page 23, line 6 is amended as follows:

> The thread pool 104 is responsible for the accumulating and summarizing of interaction information, embodied within the interaction records 100, for specific customer interaction systems (e.g., an ACD, web server, e-mail server, IVR server, or CTI server) over a predetermined time period or "window" (e.g., one-minute to one-hour). To this end, the thread pool 104 is shown to construct, in memory of a computer system, a result set 120 for specified customer interaction systems over specified time periods, as illustrated in **Figure 5B**,

according to an exemplary embodiment of the present invention. The thread pool 104 is shown to accordingly produce in memory a collection 122 of result sets 120, each for a predetermined time period for each custom interaction system within a monitored environment 10.

The paragraph beginning on page 24, line 8 is amended as follows:

Returning to **Figure 5A**, the ~~The~~ data engine 60 is also shown to include a second thread pool 130 that is responsible for writing result sets 120, as constructed in memory by the thread pool 104, to the database 64 to thereby stored a set of cumulative (or summarization) records within the database 64. This end, the data engine 60 is also shown to implement a queue 132 of result sets 120, that is fed by the thread pool 104 and emptied by the thread pool 130.